



# February is American Heart Month



The State 911 Department recognizes the importance of knowing the warning signs and symptoms of a heart attack or stroke, and how the risk of a heart attack or stroke can be reduced with good heart health habits.

In support of the work done by the American Heart Association, and in recognition of American Heart Month, on page 2, please find a resource that we encourage you to share with your communities.

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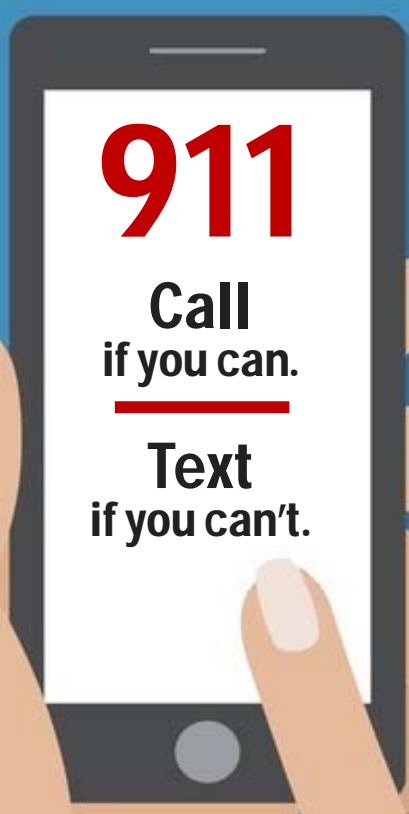
**FY 2020 Development  
Grant Application  
deadline extended to  
Monday, April 1, 2019.**

**LATEST**

**NEWS**



# Stay healthy. Know the signs.



## Common signs and symptoms of a heart attack:

- \* Chest or arm pressure, tightness, pain, or a squeezing
- \* Aching sensation that may spread to your neck, jaw or back.
- \* Nausea, heartburn, indigestion, abdominal pain.
- \* Lightheadedness or sudden dizziness.
- \* Shortness of breath.
- \* Fatigue.

## Warning signs of a stroke:

- F** Does one side of the face droop?
- A** When arms are raised, does one arm drift downward?
- S** Is speech strange or slurred?
- T** Time to call 9-1-1 immediately!

# Updates from our Programs Division

## Text-to-911 Public Education

This month, the State 911 Department finalized the public service announcements (PSAs) for the Text-to-911 Public Education campaign. **The PSAs will focus on getting assistance by sending a Text-to-911 if you cannot speak, such as:**

- Deaf, hard of hearing, or speech impaired individuals;
- If in an unsafe place or situation such as a home invasion or domestic violence.



In addition, the State 911 Department is utilizing social media platforms, Facebook and Twitter, to enhance the public education messages. We encourage PSAPs to share the information provided about Text-to-911 through their community's social media outlets.



As the public awareness increases, the use of Text-to-911 for select emergency situations may also increase. If your PSAP has questions about the Text-to-911 feature or the Next Generation 9-1-1 applications, you may contact the Training Program to schedule a refresher training course for your PSAP. You can reach our Programs Coordinators at:

**Venus Wheeler**  
at 508-821-7201  
or email at  
[venus.wheeler@mass.gov](mailto:venus.wheeler@mass.gov)

**Cathy Rodriguez**  
at 508-821-7217  
or email at  
[cathy.rodriquez@mass.gov](mailto:cathy.rodriquez@mass.gov)

## Training Opportunity

On February 4, 2019, Programs Specialist, Kristen Vaidya, piloted an in-house Next Generation 9-1-1 Refresher Training with Provincetown telecommunicators.

The 4-hour curriculum consisted of a question and answer segment on the many features of CallStation and ResponseAssist, as well as updates on Text-to-911, RapidSOS, and other recent changes to the applications and network.

Thank you Chief Golden and the team for having us!





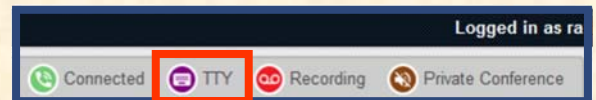
# Updates from our Programs Division (continued)

## Handling TTY Calls with CallStation

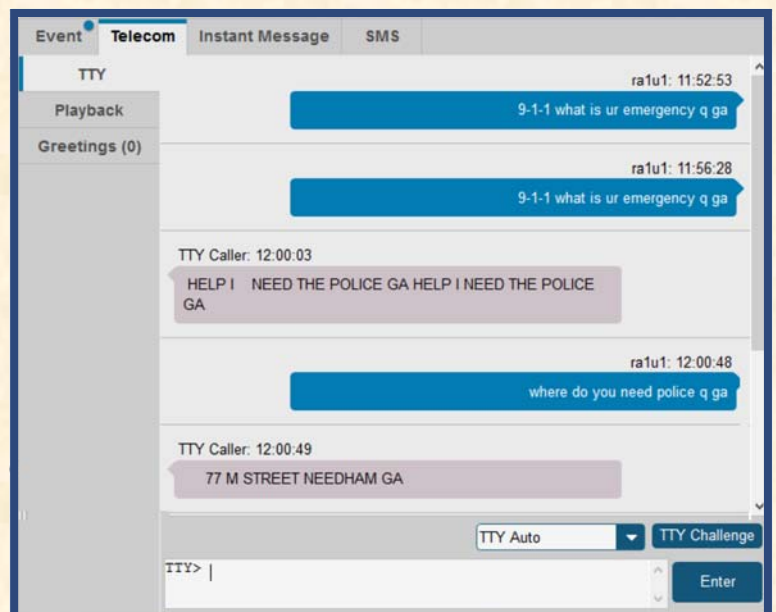
With the deployment of Text-to-911 in recent months, the State 911 Department, through its TTY Quality Assurance Program, has seen a common trend with TTY testing. **Below are some reminders about handling TTY calls:**

- TTY calls are made using a **Teletypewriter**. TTYs use an electronic language, called Baudot, which produces a “tweedle” sound over a telephone line.
- Calls from TTY users can be received either verbally, through the Massachusetts Relay Service; or directly from hearing or speech impaired individual using a TTY, Hearing Carry Over (HCO) or Voice Carry Over (VCO) capable devices.
- TTY calls received directly can arrive one of two ways: **Announced or Silent**.
  - \* **Announced TTY Calls** occur when the user either taps a key, such as the space bar, on the TTY keyboard, which produces a “tweedle”; or sends an automatic machine generated “tweedle” from the device.
  - \* **Silent Calls** occur when no one is verbally communicating, and can potentially be unannounced TTY users. ALL silent calls must be checked for TTY.
- If you receive an announced TTY call, **where the presence of Baudot is detected upon answering the call or shortly after**, CallStation will respond. TTY calls are processed using the Telecom TTY sub-tab of the CallStation application.

\* The Call Status Indicator light will illuminate, as outlined in orange in the picture to the right.



\* The Telecom tab will become active and the predefined TTY greeting message will be automatically sent. The message will appear in the conversation area. When TTY messages are sent by CallStation, **no audible tweedle** will be heard in your handset/headset.



\* When the TTY user responds, the typed messages will appear in the conversation area, and an audible tweedle will be heard.

\* You can either select a predefined message from the TTY Auto drop-down list, or type free text into the TTY command line of the Telecom tab.

**\* If the TTY user does not initiate the TTY call, and Baudot is not detected, the call MUST BE CHECKED FOR TTY using the TTY Challenge feature.**

Continued to page 5.

## Updates from our Programs Division (continued)

Continued from page 4.

- If you receive a **Silent Call**, where no one is verbally communicating, and there is no announcement sent by a TTY user, **you must check it for TTY** using the first three steps of the **Silent Call Procedure**, as pictured below.

### Silent Call Procedure

**All silent calls **MUST BE** checked for TTY, following steps 1 through 3 of the Silent Call Procedure.**

1. Advise the caller to **"Stay on the line while I check for TTY. Do not hang up."**
2. From the Event tab, select the TTY Challenge button - the greeting is automatically sent (no tweedle is heard over the phone).
3. If no response is received to first message, send a second predefined TTY greeting message from the available TTY Auto drop-down list of the Telecom tab.
4. If still no response, verbally advise caller:
  - **"If you need POLICE, press 1"**
  - **"If you need FIRE, press 2"**
  - **"If you need AMBULANCE, press 3"**
5. Click the Event tab and monitor the Events Log for any digits (DTMF) sent by caller.
6. If caller responds, continue to ask questions in a YES/NO format. After each question, tell the caller to:  
**"Press 4 for YES" "Press 5 for NO"**
7. If still no response from the caller, initiate response of emergency services and remain on the line per local procedures.

### Differences Between TTY and Text

It is important to know that TTY calls and Text-to-911 sessions within CallStation are handled differently, although the mechanics are similar. Please note the following:

#### TTY Calls

- ⇒ Utilize TTY communications, Baudot, most commonly from landline devices.
- ⇒ Are received similar to voice 9-1-1 calls as either an e911 or e7digit call type, with the same ring.
- ⇒ Use the Telecom TTY tab of CallStation.
- ⇒ Predefined greetings are automatically sent after answering when Baudot is detected or the TTY Challenge is used.

#### Text-to-911 Sessions

- ⇒ Utilize SMS technology of wireless devices.
- ⇒ Are received as SMS call type, with a distinct audible alert tone.
- ⇒ Use the SMS tab of CallStation.
- ⇒ Greeting must be manually sent after answering the text session.

### Continuing Education for FY2019

There is less than four months left to get your continuing education hours completed for this fiscal year!

Each Telecommunicator must complete 16 hours of continuing education by June 30, 2019 and if applicable, CPR and EMD certifications must be up to date. For a complete list of all approved training courses, please see our website at [www.mass.gov/e911](http://www.mass.gov/e911). **The 2019 Annual Certification Form will be available on our website sometime in mid-March.**

# REMINDER



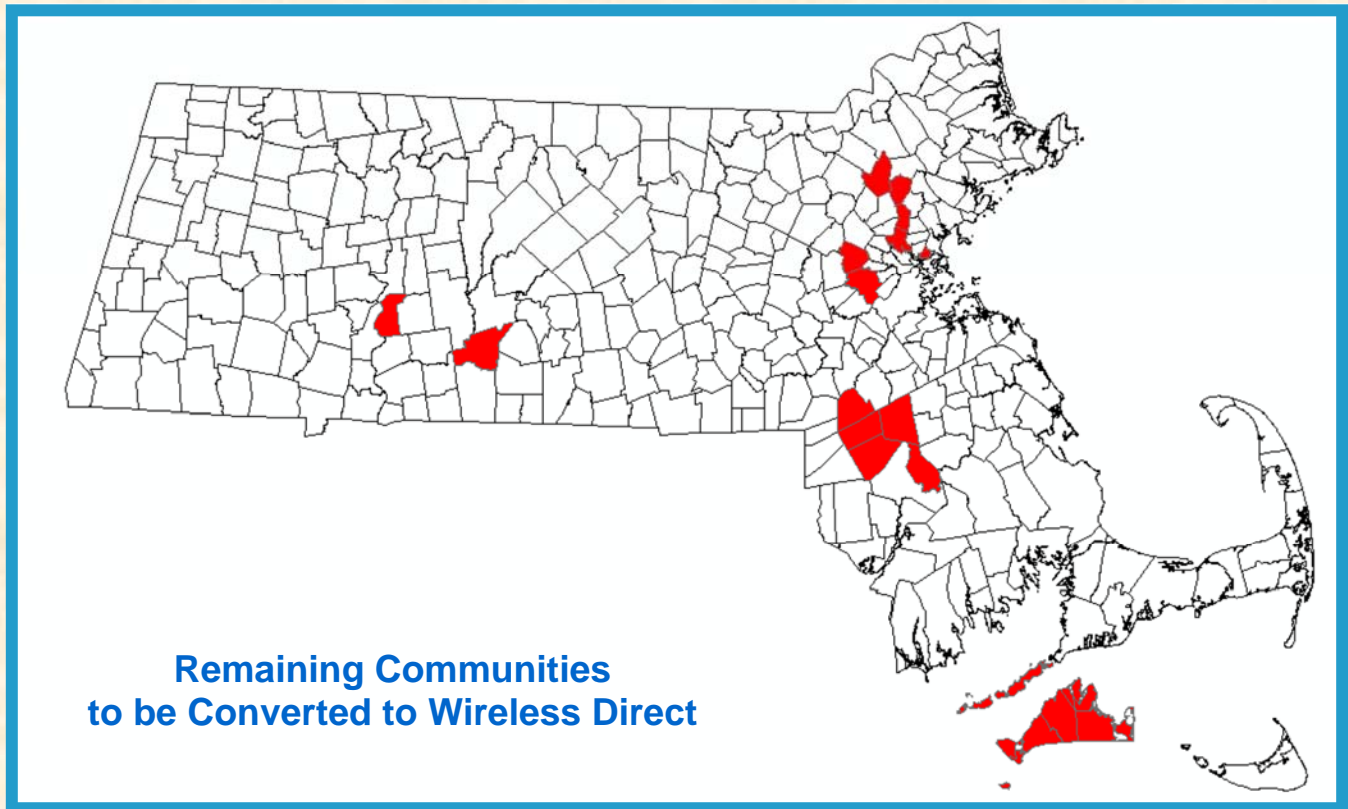


# Updates from Systems Division

## Wireless Direct Program

The State 911 Department is happy to report 212 participating PSAPs, and 325 communities now covered as part of the Wireless Direct Program. There are currently only 16 PSAPs remaining to be converted to Wireless Direct, which represent the communities highlighted in red on the map below.

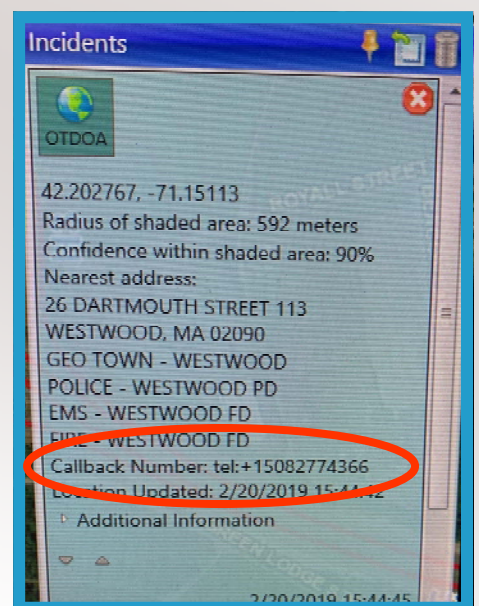
If you would like more information on the program, please contact **Octavio Sousa** at 508-821-7206 or email at [octavio.sousa@mass.gov](mailto:octavio.sousa@mass.gov).



### Callback Number for Text Sessions Available in the Incident Tile

With a recent update to the ResponseAssist application, the **callback number** for Text-to-911 sessions is now displayed within the Incident Tile for each text session being processed, the same way it displays for voice calls. This makes it easier to identify which Incident Tile represents your active text session.

The image to the right shows the new Incident Tile, with the location of the callback number (ANI) circled. The callback number is also now included as part of the CAD data spill.



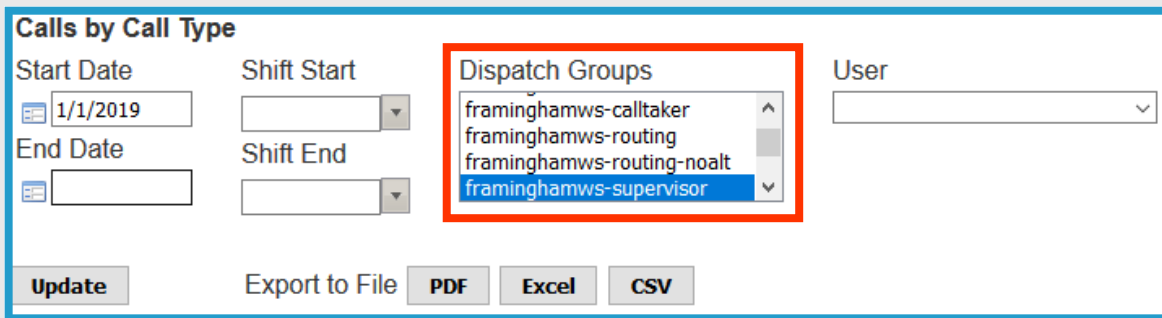
## Updates from Systems Division (continued)

### Running Reports Reminder: DecisionStation

Last month, we highlighted that some of the reports have modified the criteria for running the report. Here is a little more in-depth explanation, when running a report in DecisionStation.

- Dispatch Groups that relate to a function, such as “call taker”, will work like a **skill set**. For example in the list below: “Framingham-call taker” dispatch groups.
- Dispatch Groups that relate to a route taken by calls and text sessions, such as “routing” or “text”, work like a **queue**. For example, “Framingham-routing” or “Framingham-no Alt”.

#### “Dispatch Groups”

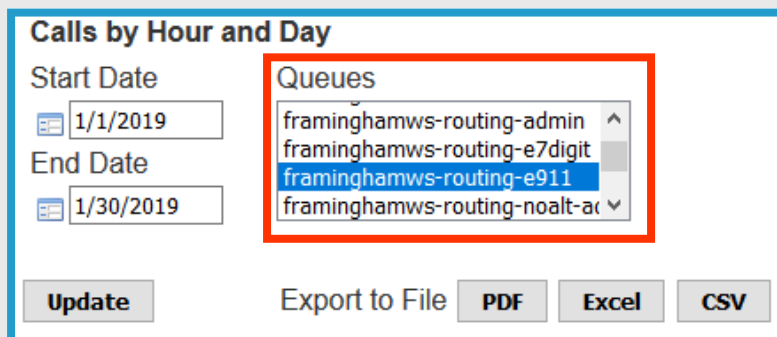


The screenshot shows the 'Calls by Call Type' report interface. It includes fields for 'Start Date' (1/1/2019), 'End Date', 'Shift Start', and 'Shift End'. A 'Dispatch Groups' dropdown menu is highlighted with a red box, listing four options: 'framinghamws-calltaker', 'framinghamws-routing', 'framinghamws-routing-noalt', and 'framinghamws-supervisor'. The 'framinghamws-supervisor' option is selected. Below the dropdown are buttons for 'Update', 'Export to File', 'PDF', 'Excel', and 'CSV'. A 'User' dropdown menu is also visible on the right.

If the report says “Dispatch Groups” under the search criteria, as pictured here, when selecting items, keep the following in mind:

- Selecting either all the skill sets, or all the routing, or everything listed, the report will show call volume numbers for all **the calls for your PSAP**.
- Just selecting a single “routing” group, the report will show **calls assigned to that route**.
- Just selecting a single “skill set” group, the report may show **inaccurate values or the total call volume**. For example, it will not filter by the “call taker” group only.

#### “Queues”




The screenshot shows the 'Calls by Hour and Day' report interface. It includes fields for 'Start Date' (1/1/2019) and 'End Date' (1/30/2019). A 'Queues' dropdown menu is highlighted with a red box, listing four options: 'framinghamws-routing-admin', 'framinghamws-routing-e7digit', 'framinghamws-routing-e911', and 'framinghamws-routing-noalt-a'. The 'framinghamws-routing-e911' option is selected. Below the dropdown are buttons for 'Update', 'Export to File', 'PDF', 'Excel', and 'CSV'.


When running a report in DecisionStation, if the report says “Queues”, under the search criteria, as is pictured to the left, you should only select a **queue, with “routing”**.


- Selecting routing-e911 will produce **911 landline, 911 wireless and text call volume numbers**.


If you have questions, please contact **Charlie Ashworth** at **508-821-7206** or email at [charles.ashworth@mass.gov](mailto:charles.ashworth@mass.gov).

# February

 PSAPs are reminded that when submitting a reimbursement request that is the result of a return, an **original signature** on the summary page and **all** supporting documentation is required. Such a request should be considered a **new** request and not a supplement to that request that the State 911 Department has already taken action on and closed out. The State 911 Department no longer retains a copy of a reimbursement request which has been returned.

 It is recommended that PSAPs begin contacting its vendors to ensure delivery/ installation of goods and/or services being purchased utilizing State 911 Department grant funds will be completed **on or before June 30, 2019**.

 The application deadline for the FY19 Support and Incentive Grant and the FY19 Training and EMD/Regulatory Compliance Grant has passed. The focus for PSAPs should now shift to the **filing of reimbursements** under these grant programs. Should you require assistance or have any questions, please contact Karen Robitaille.

 Please note, the State 911 Department will be contacting PSAPs who were awarded contracts under the FY19 Support and Incentive Grant and the FY19 Training and EMD/Regulatory Compliance Grant **prior to January 1, 2019** and who have not yet submitted reimbursements.



**Budget Modifications** under the FY 2019 Support and Incentive Grant and the FY 2019 Training and EMD/Regulatory Compliance Grant are due on or before **Friday, March 29, 2019**.

The FY2020 Development Grant applications deadline has been **extended** to **Monday, April 1, 2019**.

If you have questions, please contact **Karen Robitaille**  
at **508-821-7221** or email at **karen.robitaille@mass.gov**.



## Updates from Mass EDP

The love of phones was in the air this month!

On February 12, 2019, the Massachusetts Equipment Distribution Program (Mass EDP) and Field Service Advisor, Marguerite Szczawinski, had the privilege to conduct an outreach event at the Holyoke Council on Aging (COA), thanks to Eileen Maginnis, Assistant Director of Holyoke COA. Marguerite was able to capture the festive atmosphere of the day.

Marguerite had the opportunity to present the Mass EDP adaptive telephone equipment and review the application process. She reviewed some of the equipment and helped attendees complete applications. There was a great attendance to this outreach event, with many new comers interested in learning what the program offers.

Mass EDP hosts events such as this across the Commonwealth. For more information on hosting an event at your facility and to obtain a complete list of specialized telephones available in Mass EDP, please call an EDP Representative at **1-800-300-5658**, or email **Grant Harrison** at [grant.harrison@mass.gov](mailto:grant.harrison@mass.gov).



**April 14-20, 2019**

*National Public Safety Telecommunicator Week*

[www.npstw.org](http://www.npstw.org)

Sponsored by APCO International

How will you be celebrating your telecommunicators this year?  
Share what you are doing in your PSAPs throughout the week!

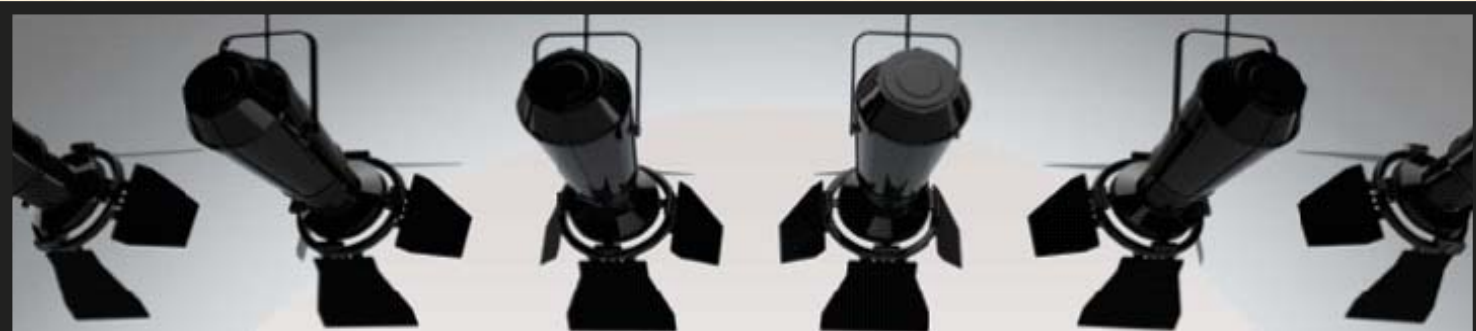
[#GreatJobMA911](https://twitter.com/GreatJobMA911)

Find us on Facebook!  
**Massachusetts State 911**  
**@MAstate911**

Follow us on Twitter!  
**@MAstate911**

Visit our website  
[www.mass.gov/e911](http://www.mass.gov/e911)





## 9-1-1 Spotlight

### Dispatcher Jason Covino, Milford Police Department

The State 911 Department would like to recognize a Milford telecommunicator for his keen observation and quick response. On Wednesday, February 6, just after 11 PM, Dispatcher Covino, on the way home after his evening dispatch shift, noticed smoke and flames coming from an apartment building. Covino not only reported the fire to his fellow dispatchers, but entered the building, alerting several residents to evacuate.

Great work by Jason, his fellow dispatchers in the communications center, and the police, fire and emergency medical personnel who responded!

**A days work is never done, when it comes to 9-1-1!**

***Job well done!***

## Wireless PSAPs

Over the past year, 9-1-1 operations in the Commonwealth has seen many changes, particularly when it comes to wireless communications. Today, we can proudly say that the majority of the wireless Phase 2 (WPH2) voice calls and Text-to-911 sessions are being geospatially routed to the local PSAPs, based on the location data provided by the wireless carriers.

There are however still a number of emergency requests being handled through one of three legacy Wireless PSAPs. The legacy Wireless PSAPs handle wireless Phase 1 (WPH1) voice calls for PSAPs only receiving WPH2, Text-to-911 sessions, and voice calls from State Police jurisdictions. The Framingham POD1, which is part of the State 911 Department's Operations Division, also receives any call or text which cannot be geospatially routed and functions as a Default PSAP. Each PSAP is listed below.

<p><b>Framingham POD1</b>  <b>State 911 PSAP Operations</b>            Framingham            Director—Rich Fiske            Phone: 508-350-7005            Area responsible for:            Central, southeast and islands</p>	<p><b>Essex County RECC</b>            Middleton            Director—Alyson Dellisola            Phone: 978-801-4911            Area responsible for:            Northeast</p>	<p><b>SP Troop B Communications</b>            Northampton            Director—Matthew Barstow            Phone: 413-586-1508            Area responsible for:            Western</p>
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